

## Membership Outreach Committee Report

2019-2020

The eleven Region Representatives and their Region Leadership Teams\* have been very active this year, especially helping our members and center members in response to COVID. While most serve in leadership positions at their own centers, they have worked tirelessly to serve and guide their region's membership through during this uncertain and every-changing time.

### Celebrations:

- Through emails and phone calls, the RLT's have contacted PATH Intl. member centers 2,360 times and nonmember centers 560 times. These are 13% and 14% increases, respectively.
- The RLT's have been using social media and increasing their presence on social networking platforms more this year. Facebook posts are the most common way they are reaching out to members. With COVID-19, they have started having Zoom Meetings to connect with members. Some are having these gatherings monthly and even weekly. Some are formal presentations, and some are open discussions. Topics have ranged from educational topics to fundraising to reopening. They are meeting both as regions and as states.

### Challenges:

- Regions 1, 2, 7 and 9 were able to represent PATH Intl. at booths including Equine Affaire, Abilities Expos, Pony Club Symposium, a State Fair, and a Pet Expo. Most of the other regions have their booth events in the Spring and Summer and were impacted by COVID-19 causing a decrease in the number of people reached through booths. Last year, an estimated 210,941 people received information about PATH Intl. through booths at equine events, disability events, trade/resource fairs or conferences compared to 30,521 this year which is an 84% decrease.
- Last year an estimated 590,601 individuals received information about PATH Intl. through our Region Leadership Teams' outreach efforts through local events and local newspapers compared to 66,742 this year which is a 30% decrease.
- Twenty-six State Meetings were held, offering educational opportunities and/or networking to approximately 358 of our members and 242 nonmembers. This is down from thirty-seven State Meetings last year reaching close to 1100 members and 236 nonmembers.

As the RLT's have been reaching out to PATH Intl. members and center members, the subjects, questions and concerns most discussed are:

- 1) COVID-Including challenges of COVID, reopening policies and procedures, fundraising and finances, and creative programming when reopening.
- 2) CTRI- Including members' challenges understanding the CTRI transition, candidates finding mentors (for both TRI and CTRI) and members' concerns regarding being mentors to CTRI candidates
- 3) Membership renewals for both centers and individual members

The Membership Outreach Committee would like to thank the PATH Intl. Board of Directors for their leadership, guidance and support of the PATH Intl. membership and our outreach efforts.

**GRIEVANCE REVIEW PANEL (“GRP”) – SUMMARY AND REPORT**

**Trends and Current Considerations**

1. Equine Welfare committee collaboration on horse donation standards/agreements. Currently, no standards requiring a donation agreement.
2. Complaints relating to PATH Intl. independent contracts (evaluators) to be handled by staff for now.
3. Slight upward trend in total grievances.
4. Considering need to expand committee membership to allow more expertise and flexibility to deal with conflicts/availability.

**Grievance Summary**

The current process was implemented by the Quality Assurance Task Force and the Grievance Review Panel (GRP) started reviewing grievances in April 2015.

Year	Total	Accepted	Not Accepted
2015	7	3 -Helmet safety -Age appropriate riders -Liability insurance -Sound business practice -Volunteer training	4 -Business/customer issue -Employer/employee issue -Evaluator issues at a workshop <i>(given to appropriate committee to review according to their procedures)</i>
2016	4	1 -Equine standard of care	3 -Terminology usage -Business/customer issue -Insufficient information
2017	8	4 -Organization legal structure -Helmet usage -Equine screening -Equine standard of care -Misrepresentation of experience	4 -Employer/Employee issue -Business/customer issue -Organization not a member
2018	11	4 -Handling of confidential information and change in therapist in EFP sessions -Use of a photo without permission -Facility and tack maintenance -Equine welfare issues (four grievances)	7 -Business/customer or employer/employee issue -Terminology usage -Perceived disrespect of a participant (single isolated incident) -Faith-based business model – GRP doesn’t address business models, choice of center -Vague information regarding

			horse care
2019	12	8 -Equine welfare issue -Code of ethics violation concerning business practice and discrimination (four grievances came in concerning this center) -Participant safety issue (two grievances)	3 -Certification event and evaluator issues that were passed on to the Certification Oversight Committee -Business/customer issue
2020 TYD	5	2 -Equine welfare (two grievances) -Participant safety issue (two grievances) -Volunteer and staff training (one grievance)	3 -Certification event and evaluator issues that was passed on to the Certification Director and CEO -New process for handling grievances that are submitted against contracted persons (evaluators) was created as these contractors represent the association -Business/customer issue, discrimination claim

Currently, there are 5 “open” grievances.

July 1, 2019 to June 30, 2020  
Accreditation Committee summary

The committee reviewed score sheets for 33 site visits, and addressed 6 appeals

The committee provides continuous feedback for standards, reviewing missed standards and the reasons for them being missed.

The committee goals for 2021 include:

- Researching other accreditation programs for comparison to PATH Intl.'s processes
- Updating the process depending on findings
- Creating pilot program for new process
- Updating site visitors and creating new site visitor training materials for new process



## *PATH Intl. Credentialing Department*

# CERTIFICATION SUBCOMMITTEE UPDATE

2020

## RIDING CERTIFICATION SUBCOMMITTEE

The PATH Intl. RCSC continues to be responsible for the Registered, Advanced and Master TRI certification programs. In 2020, their work centered around:

- Finalizing updates the Advanced TRI certification processes and procedures to ensure standard administration and reporting of certification testing.
- Development of a virtual workshop to serve as an option for the Registered TRI certification program eligibility requirements and carry into the future as an "Intro to Therapeutic Riding" resource.
- Monthly assessment of Covid-19 impacts on host sites, candidates and faculty/evaluators to identify appropriate amendments to certification processes, procedures and fulfillment of eligibility requirements.

## ESMHL CERTIFICATION SUBCOMMITTEE

In 2020, the PATH Intl. ESMHL Certification Subcommittee focused on:

- Finalizing updates to qualifications for incoming faculty and redesigning the faculty application, screening and training processes.
- Redesigning the workshop in response to attendee, host site and faculty feedback. The primary goals of the redesign are to create online learning opportunities ahead of the on-site workshop to reduce lecture/classroom time and allow for increased hands-on activities at the on-site workshop.
- Monthly assessment of Covid-19 impacts on host sites, candidates and faculty/evaluators to identify possible amendments to certification processes, procedures and fulfillment of eligibility requirements.

## DRIVING CERTIFICATION SUBCOMMITTEE

In 2020, the PATH Intl. Driving Certification Subcommittee focused on:

- Redesigning and updating certification exams for online delivery ahead of on-site testing.
- Updating the content of the workshop manual and expanding the resources provided to workshop attendees.
- Monthly assessment of Covid-19 impacts on host sites, candidates and faculty/evaluators to identify possible amendments to certification processes, procedures and fulfillment of eligibility requirements.

## INTERACTIVE VAULTING CERTIFICATION SUBCOMMITTEE

In 2020, the PATH Intl. Interactive Vaulting Certification Subcommittee focused on:

- Updating the content of the workshop manual and PowerPoint presentations.
- Monthly assessment of Covid-19 impacts on host sites, candidates and faculty/evaluators to identify possible amendments to certification processes, procedures and fulfillment of eligibility requirements.

## COVID-19 RESPONSE

PATH Intl. and the certification subcommittees worked together to implement the following in response to Covid-19 impacts in 2020:

1. Extension of the Registered TRI certification program from December 31, 2020 to June 30, 2021.
2. Development of biosecurity guidelines for safely conducting on-site workshops and certifications as well as recording certification testing videos in light of COVID-19 concerns.
3. Expanded video submission options for Registered TRI candidates.
4. Widespread extensions on instructor application and certification eligibility deadlines.
5. A webinar to support host sites in preparing for on-site events in the time of COVID.



10/28/2020

**Annual Report for PATH International Equine Services for Heroes Committee, 2019-2020**

PATH Intl. Staff Liaison: Danielle Crooks

Committee Chair: Michele Kane

Committee Members: Tara Mahoney, Kristen Marcus, Michael Higgins, Jeanna Sorgani, Jessica Christen, Avery White (until 7/2020)

Objective of Committee: Develop, expand, and enhance PATH Intl. Equine Service for Heroes® programs across the country

Summary of recent accomplishments and activities:

-Presentation at the National Wheelchair Games in Louisville, KY on PATH International programs, with emphasis on PATH Intl. Equine Services for Heroes®.

-Presentation of Veteran's Panel discussion at the PATH Intl. National Conference in Denver, CO. This panel was moderated by committee member Tara Mahoney and was attended beyond seating capacity.

-Updated scoring rubric for both the Equipment and Direct Service VA grants to provide a more objective and level scoring procedure for determining grant eligibility and allocation.

-Provided e-news with a Veteran specific activity/lesson plans to assist programs with lesson planning, several times per year.

-Provided avenue for one-on-one support to individuals or Centers providing PATH Intl. Veteran services, by providing a direct way to contact specific committee members for assistance. Kristen Marcus (committee member) is the conduit to receive these inquiries and to parcel them out to selected committee members for follow-up. To date we have received several inquiries regarding finding new Vets, funding programs, help in rural areas (recruitment) and how to come back from COVID closures.

-Committee submitted abstract for Veteran Panel for 2020 PATH Intl. National Conference, which was accepted. Conference cancelled due to COVID-19, panel will be rescheduled.

-Region representative resource brochures designed and provided electronically on ES4H page.

Submitted by:

Michele Kane  
ES4H Committee Chair

## 2019-2020 Equine Welfare Committee Summary

The committee continued to provide education articles on equine care and welfare in the education eNews. They also sent out a survey to members to gather feedback on equine related education that members would like to see the committee address in the future.